



Vehicle Delivery Checklist

Please read this checklist before your vehicle is delivered.

This guide explains what to do before delivery, what to expect on the day, what to check when the vehicle arrives, and what to do if there is a problem.

Before the Day of Delivery

- Insurance is active from the point of delivery.
- You are available to accept delivery. The person named on the order must normally be present. Deliveries should not be accepted by a spouse, colleague or neighbour unless agreed in advance.
- Your phone is available so the driver can contact you.
- You allow time to inspect the vehicle before signing the delivery note.

Delivery Day

Deliveries normally take place between **8:00am and 6:00pm**.
Drivers usually call around **one hour before arrival**.

Sometimes the supplying dealer can provide a rough time slot, but this is not always possible.

The driver may ask to see **proof of identity** before handing over the vehicle.

When the Vehicle Arrives

- Check the vehicle registration matches your order.
- Check the vehicle colour.
- Check any optional extras you ordered are present.
- Walk around the vehicle and check for scratches, dents or marks.
- Check the alloy wheels for damage.
- Check the interior condition.
- Take photos of the vehicle including the front, rear and both sides.
- Take photos of any marks or issues you notice.
- Make sure any issues are written on the delivery note.

Signing the Delivery Note

The driver will ask you to sign a delivery note (often on a tablet).

Signing confirms you have accepted the vehicle as delivered. If you see damage, do not sign until it is written on the delivery note.

Poor Weather or Darkness

If the vehicle is delivered in poor weather or when visibility is limited:

- Note this on the delivery note
- Take photos where possible
- Email us to let us know

If You Notice a Problem

- Call our team immediately on 0151 728 4711.
- Take photos of the issue.
- Make sure the issue is written on the delivery note.